

Testimony of Debra Duch
Owner and Administrator of Crestwood Manor, Norwich Ct.

Concerning

*Section 12 of H.B. No. 5020 AN ACT IMPLEMENTING THE GOVERNOR'S BUDGET
RECOMMENDATIONS REGARDING PUBLIC HEALTH.
Public Health Committee Public Hearing, March 6, 2020*

Senator Abrams, Representative Steinberg, Senator Somers, Representative Petit, and Esteemed Members of the Public Health Committee, thank you for the opportunity to offer testimony regarding Section 12 of House Bill 5020- An Act Implementing the Governor's Budget Recommendations Regarding Public Health.

My name is Debra A. Duch, I am the Owner and Administrator of Crestwood Manor, a 22 bed facility located in Norwich Ct.

I am testifying today to raise my concerns about Section 12 of HB5020 regarding discharges for residential care homes.

The discharge protocol in Connecticut is already difficult for the Residential Care Homes. They make it extremely difficult to discharge a resident and you end up second guessing the admission of a potential resident.

I have just finished a hearing with the State of Connecticut legal office. I gave a 30-day notice for an Involuntary Discharge due to non-payment of Social Security rent for the month of February 2020. This was not the first time he didn't pay his portion of the rent, it was the 4th. The amount he now owes me is \$2424.20 since his admission in June of 2016. He has not paid back all of the rent he owed me and added February to that total. Fortunately, he has found a Boarding Home to live in.

Approximately two years ago, I went through the hearing process. This was due to a resident intentionally being violent towards residents and staff, not following house rules as well as using drugs in the facility. He was extremely rude to the judge at that hearing. In the end, he did have to leave but the judge gave him another 30 days to do so. Retribution was prevalent against residents and staff. He destroyed furniture, wrote on walls, clogged toilets so that others could not use them. He intentionally used a foul mouth and was willing to do anything to get back at us. The police were called and they were able to only give him a stern talking to.

Most of my residents are individuals with mental health issues ranging from schizophrenia and depression to bipolar disorders and other numerous medical issues. Trying to do what is right for one resident while balancing the rights of many other residents as well as the safety of those residents and the staff is not a task taken lightly.

All residents have resources such as the State Ombudsman for assistance in dealing with concerns or issues that they are not happy with. The RCH does not have the same resources available to assist in keeping all of the other residents safe in their home.

I take my job as the Owner/Administrator very seriously. I care very deeply about the welfare of all of my residents, however, when the need arises to have someone removed to maintain the safety and well being of the other residents it is like jumping through hoops. Please do not place more regulations on our already difficult process for Involuntary Discharges.

Sincerely,

Debra A. Duch

Owner/Administrator

Crestwood Manor, Norwich Ct.